



# DEI at Quartz

2021 Annual Report

Quartz is committed to being a **diverse and inclusive company** where all employees', members', and customers' unique insights, perspectives, and backgrounds are valued.

COVID-19 changed the landscape of the world, including the health care system, but Quartz believes in overcoming, adapting, and advancing, especially as it relates to Diversity, Equity, and Inclusion (DEI). In 2021, Quartz embraced new DEI efforts to successfully and positively impact its communities, members, and employees.

**DEI internal assessment with Korn Ferry**

To kick off DEI efforts in 2021, Quartz’s DEI team partnered with [Korn Ferry](#), an experienced, global organizational consulting firm that specializes in DEI workforce development. This assessment provided strong and actionable metrics.

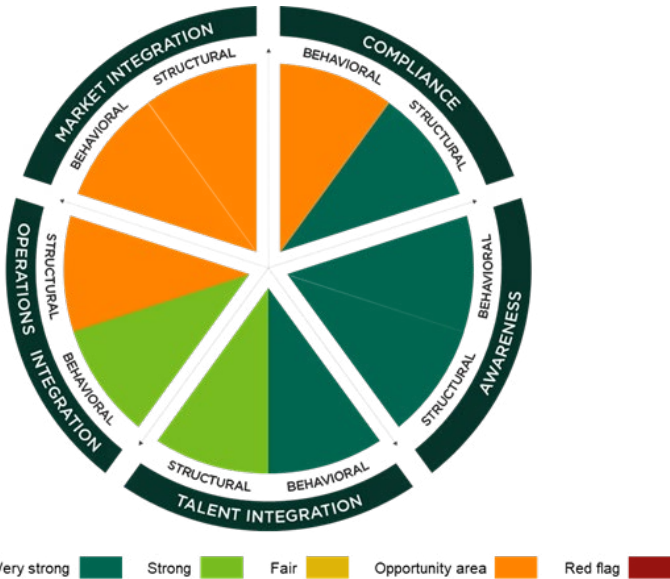
- **Quartz DEI strengths:**
  - Strong foundation in talent integration for recruiting practice and corporate values
  - Variety of DEI programs and resources to support employees
  - 93% response rate on the internal DEI survey
- **Recommendations for DEI improvements:**
  - Fully integrate DEI into a corporate strategy to enable profitability and value creation
  - Strengthen leadership commitment while linking DEI efforts to business objectives and opportunities
  - Hire, develop, engage, and create advancement opportunities across all key demographics (paying special attention to race, ethnicity, and LGBTQIA+ representation)

**Additional assessment: focus groups**

As part of the DEI assessment recommendations, Quartz conducted focus groups with community leaders about DEI. Quartz is engaging with its African American/Black and Hispanic/Latinx community leaders to understand, serve, and uplift all community members.

**Assessment maturity results**

Quartz scored well in many areas and there are several opportunities for continued DEI advancement, integration, and growth.



Graph and results provided by Korn Ferry



## Supporting Quartz employees

After receiving the assessment metrics and recommendations, Quartz aligned to focus on employees and DEI integration opportunities. A few key adjustments and changes were made.

- **From a “boss” to a “coaching” management model**  
This supports using a personalized approach to management that allows supervisors and managers to guide employees’ growth around their unique strengths.
- **Paternity leave added to the parental leave policy**  
This addition improves the equity in Quartz’s Parental Leave policy for both mothers and fathers to take time off when welcoming a new child to the family.
- **Continued collaboration with internal and external DEI partners**  
The cross-organizational approach to collaboration includes relationships with Human Resources, Organizational Learning & Development, Communications, Customer Service, Marketing, and others. The DEI team also continues to align efforts with various provider owners.
- **Culturally and Linguistically Appropriate Service (CLAS) applied to resource development and improvement opportunities**
  - Updated the mentoring program to be more CLAS-relevant
  - Created CLAS-related training for employee access
  - Embedded a CLAS-related expectation in talent management
- **Started a new National Committee for Quality Assurance (NCQA) Health Equity Accreditation journey for several lines of business.**

## Employee Resource Group (ERG) efforts

Quartz also launched five Employee Resource Groups (ERGs) to support its diverse workforce. ERGs are voluntary, employee-led groups that aim to foster a diverse, inclusive workplace aligned with the organizations they serve. These ERGs include:

- **African American/Black**  
The African American/Black ERG members volunteered with [Families Overcoming Struggles To Encourage Restoration \(FOSTER\)](#) of Dane County for their Back to School event gathering school supplies with community leader Jackie Hunt.
- **LGBTQIA+**  
The LGBTQIA+ ERG members are working to expand transgender resources and access to health care and improve Quartz’s Find a Doctor search feature to be more inclusive and equitable.
- **Hispanic/Latinx**  
The Hispanic/Latinx ERG celebrated Hispanic Heritage Month with an internal Kahoot trivia highlighting people and events in Hispanic history, an external [blog](#), and a social media post highlighting employees who identify as Hispanic/Latinx.
- **Military Service Members/Veterans**  
The Military Service Members/Veterans ERG honored Veteran’s Day with a Lunch & Learn with Veteran Jeffrey Ditzenberger. Quartz shared an external blog highlighting employees who identify as Veterans.
- **Women United**  
The Women United ERG provided members opportunities to join a reading of Glennon Doyle’s “Untamed,” a Supportive Circle, and a Lunch & Learn with Speaker Jodi Vandenberg-Daves on “Empowerment through Negotiation, Self-Advocacy, and Voice.”



## Experiential learning opportunities

Quartz's ERGs not only added inclusivity to the workplace but also opened opportunities to partner with influential community groups to host various lunch and learn events.

- **Lunch & Learn highlighting [JustDane](#), a local Dane County non-profit**

This was a collaboration between the DEI Change Team and the Women United ERG with more than 70 colleagues in attendance. Overviews were provided of the Healing House and Just Bakery and how to volunteer.

- **LGBTQIA+ 101 Lunch & Learn with Alesha Schandelmeier from [The Center: 7 Rivers LGBTQ Connection](#)**

The Center: 7 Rivers LGBTQ Connection in La Crosse / Winona is a non-profit organization, run mainly by volunteers striving to make the world a better place for LGBTQIA+ people and their allies. Sixty colleagues attended this event.

- **Informed and inspired session with Santina Muha**

Santina Muha is a speaker, writer, actor, storyteller, and host who uses humor and

compassion to speak about disability awareness, including her experience as someone who was paralyzed in an auto accident at five years old. More than 100 colleagues were in attendance.

- **Lunch & Learn with Jeffrey Ditzenberger**

This was presented by the Military Service Members/Veterans ERG and Executive Sponsor, Greg Skemp, to learn more about **mental health** and **TUGS** – Talking, Understanding, Growing, Supporting – a support group Jeff started for those struggling with their mental health. More than 60 colleagues attended.

- **Lunch & Learn with Speaker Jodi Vandenberg-Daves**

Hosted by the Women United ERG, Jodi discussed "Empowerment through Negotiation, Self-Advocacy, and Voice." More than 100 colleagues were in attendance.





## Connecting with Quartz communities

Along with educating employees, Quartz prides itself on connecting with its communities as well.

### Education and training

In collaboration with UW Health's DEI department, Quartz offered two learning modules about race, its origins, and how race operates within our society today. Both sessions met Quartz's 2021 Department of Health Services training requirements.

### Community engagement

Engaging Quartz employees and it's communities came in various forms:

- Quartz hosted **four DEI focus groups** including 44 African American/Black and Hispanic/Latinx community leaders in the Madison and Milwaukee areas.
- Quartz collaborated with the [Nuestra Salud radio program](#), which was sponsored by Quartz and UW Health, and in partnership with the Latino Health Council. For more than 16 years, Nuestra Salud has been an invaluable tool for outreach and education on health care, health issues, and health insurance within the Hispanic/Latinx population by providing expert advice on health-related topics and issues that affect our community.
- A Quartz "[Health Insurance 101](#)" virtual presentation with **Centro Hispano and the Latino Chamber of Commerce**, which helped people navigate the health insurance purchasing process. More than 60 people attended, and the presentation was available in three different languages: **Hmong, English, and Spanish.**

<p><b>Contracts with Doctors</b></p> <p>Health insurance companies may also set up contracts with doctors and hospitals in the area to provide services to members. This is called a <b>provider network</b>.</p>		<p><b>Coinsurance</b></p> <p>Tom gab koj them tag koj qhov deductible, koj tseem yuav raug them qhov coinsurance los yog ib feem ntawm daim nqi.</p> <p>Piv xam tias koj li coinsurance yog 20%, ces koj yuav them 20% ntawm daim nqi, ces lub insurance company mam them 80%.</p>		<p><b>Reclamos</b></p> <p>Luego que el doctor provee el tratamiento, el personal de la oficina del doctor prepara un reclamo.</p> <p>El reclamo es enviado a la compañía de seguros médicos.</p>	
---	--	--	--	--	--

English

Hmong

Spanish





## Awards and recognitions

At the end of 2021, and following all the DEI wins and improvements, Quartz was recognized with two awards:

1. [Gallup Exceptional Workplace Award](#)



**GALLUP EXCEPTIONAL WORKPLACE AWARD**

To recognize DEI and employee engagement integration into the business, Quartz was one of 39 companies to receive this distinction in 2021.

2. [Wisconsin Society for Human Resource Management \(SHRM\) Workplace Diversity, Inclusion, and Workflex Advocate Award](#)



Received for efforts in a comprehensive multi-year DEI strategy focusing on core values.

Quartz continues to commit to creating a more diverse, equitable, and inclusive workplace while also advancing DEI in its communities.

Quartz is working to become even more intentional in its DEI journey with the goal of igniting the power for all members to create **a life well-lived.**